



**Hampton Roads Community Action Program**  
2410 Wickham Avenue  
P.O. Box 37  
Newport News, VA 23607

**Job Description:  
Support Services Housing Navigator**

**PURPOSE OF POSITION:** To assist and advocate on behalf of homeless Veterans enrolled in HRCAP Support Services for Veteran Families Program (SSVF) to locate, secure, and retain affordable permanent housing.

**SUPERVISOR:** SSVF Program Coordinator

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**MISSION STATEMENT:** To improve lives by providing optimum services and mobilizing resource that strengthen our communities.

**VISION:** A strong, vibrant community where all citizens are self-sufficient and empowered.

**VALUES:** Community Action Agencies improve people's lives, embody the spirit of hope, improve communities, and make America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

**SUMMARY**

The Navigator plans and coordinates services, identifies appropriate housing options, and interacts with landlords and other organizations on behalf of participants. The Navigator uses a comprehensive knowledge of housing and other supportive services to facilitate linkages before, during, and/or after permanent housing has been established, and works with participants to enhance their skills in utilizing these various resources.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

- Assist Veterans in obtaining affordable permanent housing.
- Identifies and places enrolled veterans in appropriate housing with the goal of housing participants within 90 days or less of acceptance into the program
- Develops and maintains accurate and current housing portfolio. Provides participants with listings of potential housing options in alignment with their needs and geographic preferences
- Helps participants to mitigate issues with credit reports, utility arrears, criminal records, unfavorable landlord references, and other issues which may impact housing eligibility
- Assists participants in their housing search, including applying for apartments, negotiating with potential landlords, making referrals to clearinghouses or other housing location services, and accompanying participants to apartment viewings as needed
- Assists participants with housing applications including preparing/obtaining any needed documentation and tracking application status
- Advocates on behalf of participants to expedite their access to housing
- Arranges for timely inspections and landlord corrective actions
- Determines rent reasonableness for inspected units prior to rental assistance and lease approval
- Explains and reviews the lease and sublease agreement with the incoming participant(s)/sub-tenant
- Works with case managers to address any emerging issues related to housing and community adjustment
- Conducts outreach and expands access to housing by cultivating relationships with property owners and management companies and connecting with landlords via neighborhood outreach, Internet search, and networking events. Develops expertise in available affordable housing sites and housing subsidies



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- Assists clients with moving (help locating affordable moving companies, locating storage units, acquiring furniture and other move-in essentials, etc.)
- Conducts regular in-person post-placement visits, mitigates risks, and helps improve the likelihood of housing retention
- Attends collaborative meetings and networks with other agencies and coalitions
- Actively participates in staff meetings and trainings
- Maintains and reports complete and accurate documentation of service objectives and outcomes as well as other services in accordance with program guidelines
- Maintain client files, collect required information on selection criteria, program progress and designated program outcomes
- Data entry to include HMIS and HRCAP Client Management System – EmpowOR
- Conduct follow-ups to ensure continued client progress and provide additional services if necessary.
- Conduct client case file close outs.
- Maintain confidentiality of department issues and documentation
- Perform other duties as assigned

**SKILLS REQUIRED** include the following. Other skills within the scope of this position may be assigned.

- Helps establish performance measures and monitors outputs and outcomes that are reported weekly, monthly, and quarterly
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation
- Ability to work independently, take initiative and be an effective team member
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines
- Ability to motivate, talk, listen and comprehend people from varied life positions

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have an agreeable personality and work in an intense work situation.
- Requires application of general counseling skills
- Have knowledge of area services, programs, organizations and agencies that help veterans and their families, as well as providing services to low-income or very low-income individuals in need
- Requires good writing and presentation skills
- Ability to motivate individuals to action
- Ability to use computers, and knowledgeable of computer programs such as Microsoft Word, Excel, the Internet, and other data systems such as HMIS
- Ability to analyze and reason, a critical and creative thinker
- Ability to develop a plan of action and follow through to completion
- Ability to handle multiple tasks and mitigate crisis situations
- Ability to be flexible and willingness to adapt to different project perimeters
- Ability to work alone, as well as on a team
- Position may require long hours standing, and some light to medium lifting – up to 20 pounds
- Must possess and maintain a valid Virginia Operator's License



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## **EDUCATION and/or EXPERIENCE**

- Minimum of a Bachelor's Degree in a related field and 2-5 years of experience working in housing or related industry
- Experience working with Homeless population preferred
- Working knowledge of current housing practices for people experiencing homelessness
- Extensive knowledge of local affordable housing resources and subsidies (i.e. Rapid Rehousing, PSH, Bridge Housing, VASH, etc.)
- Experience with program eligibility evaluations.
- Experience working with Veterans, their families, landlords, property owners, and management companies
- Proficiency in MS Office-Excel, PowerPoint, and Word
- Adept at networking, building relationships, and community engagement
- Experience working with service providers to deliver solutions that meet internal and external objectives
- Compassion to work with the homeless population without judging
- Criminal record check, driving record and credit report required for employment

## **SUPERVISORY RESPONSIBILITIES**

None.

## **LANGUAGE SKILLS**

Ability to read, analyze and interpret financial and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors. Able to communicate verbally and in writing, as well as having very strong computer presentation skills. (PowerPoint, etc.)

## **MATHEMATICAL SKILLS**

Must be proficient in doing general math.

## **REASONING ABILITY**

Ability to apply common sense understanding to carry out and solve situations with several variables. Strong analytical skills required. Ability to interpret instructions and draw conclusions based on information. Follow through skills are critical. Interpreting data and reviewing documents for accuracy is critical. Attention to detail is a must. Ability to organize thoughts, ideas and information in a presentation format is required for some duties. Ability to project, track, and report results.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

## **SAFETY RESPONSIBILITIES**

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed



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Ensure that equipment is in safe operating condition and that all safeguards are in place

Constantly monitor the work area, conduct periodic safety inspections of your area and take immediate corrective action when work areas and/or practices are deemed to be unsafe or deficiencies are found

Conduct accident/incident/near miss investigations in a prompt and thorough manner and initiate procedures to prevent reoccurrence.

Immediately report accidents/incidents/near misses to Human Resources and the department director

**INFORMATION PRIVACY AND SECURITY:** This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

### **PHYSICAL DEMANDS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- SEDENTARY:** Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and files. Walking and standing are required only occasionally
- LIGHT:** Lifting 20 pounds maximum with frequent lifting and/or carrying objects weighing up to 10 pounds. Walking or standing to a significant degree involves sitting most of the time with a degree of pushing and pulling.
- MEDIUM:** Lifting 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds
- HEAVY:** Lifting 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds

### **WORK ENVIRONMENT**

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- LIMITED:** General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)
- MODERATE:** Occasionally exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)
- HIGH:** Frequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)



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### **STANDARDS FOR MEASURING PERFORMANCE**

The effectiveness of the performance of the Homeless Resource Specialist will be measured by the following standards:

1. Submitting timely weekly, monthly, and quarterly numbers to the SSVF Program Coordinator
2. Adherence to a HRCAP and SSVF policies and procedures
3. Achievement of established service delivery goals and outcomes
4. Quality and level of effectiveness in building customer, community, and partner relationships
5. Overall contribution to the achievement of the organization's mission and objectives



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**RECIPT OF JOB DESCRIPTION:**

I have received, reviewed and understand this job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need an accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_